

APPENDIX C

Client Satisfaction Survey

Part I – Questionnaire

General Counsel Review Survey

President Skorton has requested a review of the Office of General Counsel (OGC). Please answer the following questions related to the services provided by the OGC. Two questions (#3 and #4) also relate to legal services provided by other attorneys who are University employees but are located outside the OGC, e.g. in UIHC and other offices. All responses are anonymous unless you choose to include your name and title at the end of the survey. Please add narrative comments where you feel they might be helpful.

1) Which of the following best describes the role in which you generally deal with the OGC?

- Faculty Member
- Administrator- in one of the colleges or schools
- Administrator - in one of the affiliated entities (Research Foundation, for example)
- Administrator - in campus-wide administration
- Administrator - faculty/staff/student governance activities
- Other (please specify)

If you selected other, please be specific:

Narrative comments:

2) In the past, how often have you interacted with or used the services of the OGC?

- None
- 1-5 times per year
- 6-12 times per year
- More than 12 times per year

Narrative comments:

3) Generally, how often do you consult with other practicing attorneys within the University who are employed outside the OGC?

- Never
- Fewer than 5 times per year
- 5-12 times per year
- More than 12 times a year

Narrative comments:

4) If you use the legal services of other attorneys within the University who are employed outside the OGC, please identify the person(s) or provide a description of the services provided:

5) In a typical year, with how many lawyers in the OGC do you interact?

- None
- 1
- 2
- more than 2

Narrative comments:

6) Please rate the services provided by the OGC using the scale below:

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	NA
a. The OGC helped me decide if I had a legal issue	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. The advice I received was accurate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. The advice I received was understandable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. The advice I received was practical	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. The written work was of high quality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. The attorneys were sufficiently knowledgeable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. The attorneys exercised satisfactory judgment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. I felt comfortable sharing sensitive information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i. The OGC was thorough in drafting a document	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
j. The attorneys were responsive and my issue received an appropriate amount of attention	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
k. The attorneys were usually accessible	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
l. The OGC exhibits creativity in solving my	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- legal problems
- m. I was correctly informed of the legal risks associated with my legal issue
- n. I was kept informed of the progress of matters taken to the OGC
- o. I was advised of the potential outcomes
- p. I am informed of changes in the laws of potential importance to me and relative to my role within the University
- q. The OGC strikes the right balance between preventing the University from incurring unnecessary legal risks and avoiding the temptation to be too cautious and risk averse
- r. I feel confident the University, with advice from the OGC, is complying with legal requirements
- s. The OGC understands the legal needs of my office
- t. The OGC is a service-oriented office
- u. The staff of the OGC treats me like a valued client
- v. The coordination among lawyers within the OGC was commendable

Narrative comments:

7) What regulatory, programmatic or other changes and trends do you expect over the next several years in the following areas that may impact your unit's need for legal services? Please check all that apply.

- Intellectual property
- Individual privacy vs. public accountability
- Governance
- Technology

- Graying of the work force
- Maintaining academic standards
- Employment law
- Inclusion of minority students
- Academic freedom
- Government investigations
- Terrorism
- Computer law
- Distance education
- Athletics
- Accommodating disabilities
- Business enterprise and taxes
- Conflicts of interest
- Bankruptcy and default on student loans
- Educational malpractice: overturning grades
- Collective bargaining
- Post 9/11 response
- For-profit ventures
- Ethics
- Other (please specify)

If you selected other, please be specific:

Narrative comments:

8) Are there briefing or training sessions you would like offered?

- Yes
- No

Narrative comments:

9) If yes, what subjects should be covered?

	<input type="checkbox"/>
	<input type="checkbox"/>

10) To what audience should the training session be offered?

	<input type="checkbox"/>
	<input type="checkbox"/>

11) What services should the OGC be providing that they are not currently offering?

12) What new initiatives, if any, might the OGC undertake?

13) Please include other comments you may have concerning the quality of legal services you have received through the OGC.

14) Please suggest ways in which the OGC might improve its services to the University community.

15) Your name and title - optional

16) Would you like to meet with the committee?

- Yes
- No

Thank you for your time and response to this survey

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